

Children's Health Insurance Program

CAHPS Questions

Questions 13, 17, 50, and 80

Rating of Personal Doctor, Specialist, Health Care, and Health Program

This chart summarizes the responses to survey questions 13, 17, 50, and 80, which asks members to rate their personal doctor, specialist, health care, and health program.

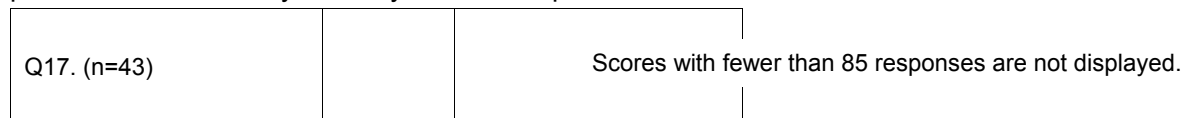
Rating of Personal Doctor

Q13. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



Rating of Specialist

Q17. "Use any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



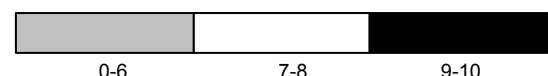
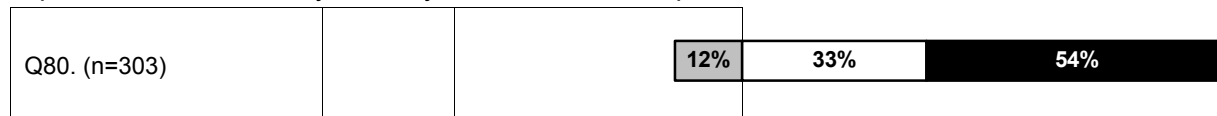
Rating of Health Care

Q50. "Use any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



Rating of Health Program

Q80. "Use any number from 0 to 10, where 0 is the worst possible experience, and 10 is the best possible experience. How would you rate your child's CHIP experience now?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.